NIH Help Desk Monthly Summary Report
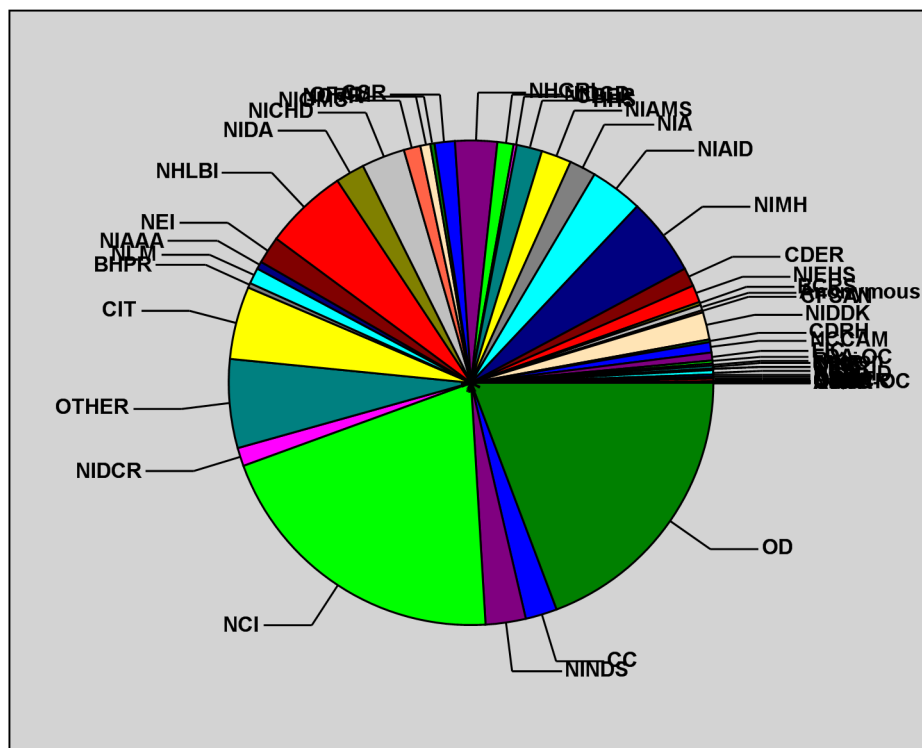
For the period: Tuesday, July 01, 2008 12:00:00 AM to Thursday, July 31, 2008
11:59:59 PM

Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.

CIT
Center for Information Technology

Snapshot Date: 8/1/2008 6:46:04 AM

Tickets by IC

Anonymous	0.37 %
AoA	0.01 %
BCRS	0.21 %
BHPR	0.31 %
CBER	0.21 %
CC	2.11 %
CDER	1.25 %
CDRH	0.18 %
CFSAN	0.15 %
CIT	4.86 %
CQ	0.00 %
CSR	1.35 %
CVM	0.01 %
FDA-OC	0.19 %
FIC	0.53 %
HHS	1.70 %
HRSA-OC	0.00 %
HSB	0.11 %
NCCAM	0.69 %
NCI	20.39 %
NCMHD	0.16 %
NCRR	0.66 %
NCTR	0.00 %
NEI	1.83 %
NHGRI	2.80 %
NHLBI	5.56 %
NIA	1.77 %

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Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.

NIAAA	0.51 %
NIAID	3.51 %
NIAMS	2.01 %
NIBIB	0.28 %
NICHD	2.89 %
NIDA	1.94 %
NIDCD	1.08 %
NIDCR	1.22 %
NIDDK	1.83 %
NIEHS	1.14 %
NIGMS	1.11 %
NIMH	5.18 %
NINDS	2.68 %
NINR	0.21 %
NLM	1.06 %
OD	19.26 %
OEOCR	0.00 %
OFAM	0.28 %
OFM	0.06 %
OFPO	0.00 %
OHIT	0.00 %
OIHA	0.01 %
OIM	0.01 %
OM	0.01 %
OMH	0.00 %
OPR	0.04 %
ORA	0.18 %
ORHP	0.01 %
OT	0.01 %

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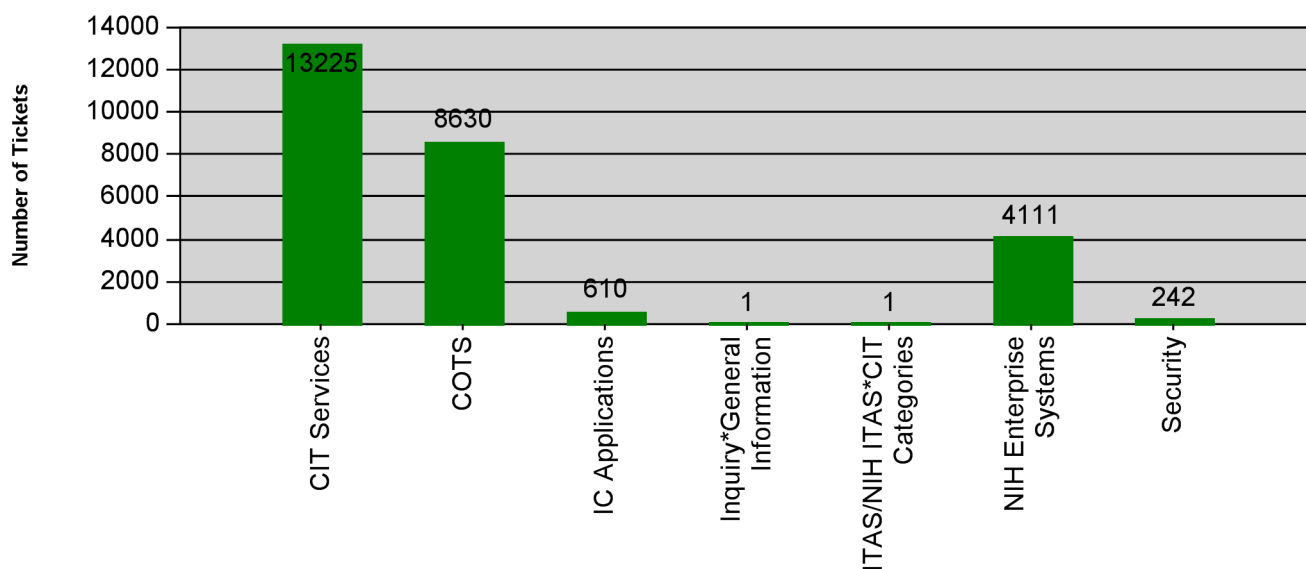**Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.**

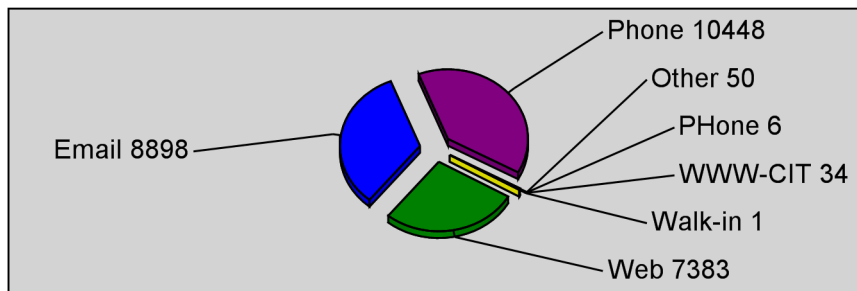|	
OTHER	5.92 %
Region	0.14 %

Category Summary

Categories have been grouped to simplify the presentation of the data. See the last page for a breakdown of the category groups.

Total Tickets: 26820

Ticket Sources

Email	33.18 %
Other	0.19 %
Phone	38.98 %
Walk-in	0.00 %
Web	27.53 %
WWW-CIT	0.13 %
Total:	**100.00 %**

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Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.

Total Tickets Closed: 23560

*Note - includes closed no response

Tickets Closed

CIT	553	2.35 %
NIH Help Desk	7546	32.03 %
Other (ICs)	15461	65.62 %
Total:	**23560**	**100.00 %**

Total Tickets Unresolved: 3257

Note:

Tickets Unresolved

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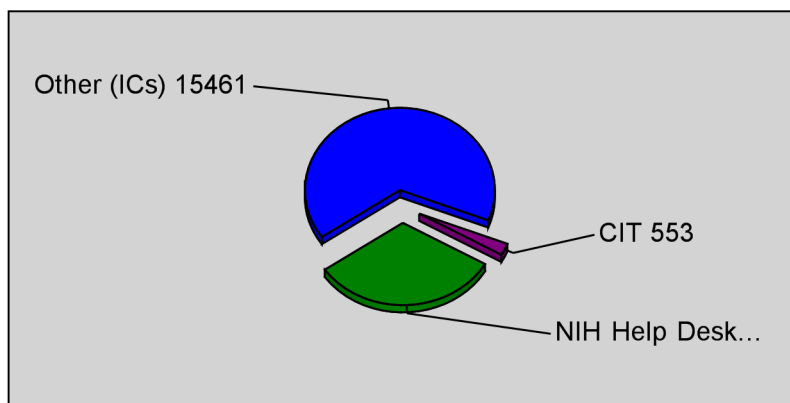**Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.**

Tickets assigned to the NIH Help Desk, other CIT divisions and Other (ICs). These tickets were Opened within the selected period and are still Open as of the Snapshot Date.

Detailed Breakdown of Category Summary

CIT Services	13225
Accounts	5652
ASR	4
Back Office Support	2012
CIT Categories	372
CIT Categories Aspect	11
CIT Categories Knova	1
CIT Categories Remedy	66
Conference Room Support-Equipment Setup	281
Conference Room Support-Monitor Conference	18
Conference Room Support-Reserve	18
Connectivity	533
Email	1688
General Information	896
Hardware-Phones	8
Helix Support	15
iSDP/Software Distribution	6
NIH Cabling Infrastructure-Cabling	2
NIHnet	283
OS/390	15
Project Work	1
Pubs	3
Telecommunications	311
Training	76
Unix Support	14
Video	65
Wireless Services	874

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COTS	**8630**
Application Support	3411
Hardware	5219
IC Applications	**610**
CC Clinical Applications	80
CC Clinical Applications-ATV	25
CC Technical Operations	33
E-Grants	13
Local LAN	188
OIT Categories	25
Web Site Issue (non-CIT)	246
Inquiry*General Information	**1**
Inquiry*General Information	1
ITAS/NIH ITAS*CIT Categories	**1**
ITAS/NIH ITAS*CIT Categories	1
NIH Enterprise Systems	**4111**
ADB	404
Capital HR Change Management	1
Capital HR Func App Suppt	3
Capital HR Non-App Specific	2
Capital HR Security	19
Capital HR Technical	6
Capital HR User Error	7
eRA-COMMONS	662
eRA-DB	15
eRA-External	317
eRA-Grants Management	60
eRA-IMPAC II	87
eRA-Infrastructure	7

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Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.

eRA-Referral and Review	31
eRA-Reporting	19
eRA-Software BA	8
eRA-Training	3
eRA-UAT	1
GovTrip User Call	2
ITAS	735
NBS Enhancement	1
NBS Int. Des/Dev	1
NBS-Sandbox	6
NBS-User Call	1290
NED	148
NIH Data Warehouse	39
NIH Services	178
NIH Services-NEES	1
NVision	58
Security	**242**
Anti Virus SW	19
NIHnet-Network Security	2
Security	221
Grand Total:	**26820**